



SUPERIOR COURT OF CALIFORNIA, COUNTY OF PLACER

Guidelines for Using the Placer County Superior Court Telephonic Appearance System

Scheduling a Telephonic Appearance

Telephonic appearances may be scheduled online at www.placer.courts.ca.gov. You CANNOT register for a telephonic appearance over the phone.

Payment

The court accepts eChecks, Visa and Mastercard. The court will not accept cash or paper checks, and does not offer a debit account.

Confirmation

Following receipt of payment, you will receive an email which confirms your telephonic appearance. The confirmation will contain the toll free dial-in number for the telephonic appearance, a conference ID and PIN. If you do not receive confirmation within two hours, call (916) 408-6405 for assistance. You will also receive an SMS and/or email reminder the day prior to the hearing.

Changes to Scheduled Appearances

Cancellation of a scheduled telephonic appearance may be done online at www.placer.courts.ca.gov. If your hearing is continued prior to the scheduled hearing date, you must cancel your appearance on the court's website. Once you have canceled your appearance, your fee will be refunded. You will need to reschedule using the new date. Matters continued at the time of the hearing require a new fee and confirmation for the new appearance date. To make any other changes, please call (916) 408-6405. Please note that a fee may be assessed for late payments and cancellations.

Day of the Appearance

Call the number stated on your email confirmation at least five minutes before your scheduled hearing time. Please note that the court does not permit telephonic appearance by cellphone or payphone. When prompted, dial the conference ID and PIN stated on your confirmation. The clerk will check you in, then place you on mute until your case is called. Once your case is called, you are not permitted to be on speakerphone.

Issues Arising During the Scheduled Appearance

If you need assistance while on mute, please dial **00 on your keypad, and an operator will assist you. If any other issues arise during your appearance, please call (916) 408-6405. If you join the call while court is already in session, the clerk will be aware that you have joined the call due to your unique PIN. Please do not interrupt ongoing proceedings.

Telephonic Appearance is not Allowed for All Proceedings

Telephonic appearance is not allowed for all proceedings. Further, some proceedings require judicial approval for a telephonic appearance. To see a comprehensive list of the types of proceedings for which telephonic appearance is permitted, please visit the court's telephonic appearance system webpage at: <http://www.placer.courts.ca.gov/telephonic.html>.